



- Emergency Medicine
- Hospital Medicine
- Acute Care Surgery
- Anesthesiology
- Radiology / Teleradiology

# Welcome !

# *EmCare North 12<sup>th</sup> Annual New Provider Orientation!*

*Presented by:  
Jennifer Strouse, Director of Operations*

- Emergency Medicine
- Hospital Medicine
- Acute Care Surgery
- Anesthesiology
- Radiology / Teleradiology

# *Before we get started:*

- Introductions
- Review content of folder <https://www.emcare.com/presentation-materials>
- 2 Breaks & Lunch
- “Where’s the Coffee?”
- “The Facilities?”
- Need help getting home? - Lindsey Davis



# Question:

- Emergency Medicine
- Hospital Medicine
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*How often do you think  
one of our providers  
touches the life of a  
patient?*



*Making Health Care Work Better.™*

- Emergency Medicine
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*Every 2 seconds ?*

*Every 2 minutes?*

*Every 22 minutes?*



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# Answer:

# Every 2 Seconds!



Making Health Care Work Better.™

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“Could a greater miracle take place  
than for us to look through each other’s eyes  
for an instant?”

– Henry David Thoreau

*The Heart of Compassion*



- Emergency Medicine
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*We have the power to make a difference  
in a patients life every 2 seconds.*

*30 pts /min*

*1,800 pts /hr*

*43,200 pts /day*

*15 million lives every year*



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**EVERY 2 SECONDS  
ENVISION HEALTHCARE  
GIVERS TOUCH THE LIFE  
OF A PATIENT**



*A leading provider and manager  
of community-based medical  
transportation services*



*A leading provider of integrated physician  
services to healthcare facilities*



*An emerging provider of  
comprehensive physician-led post-  
hospital management solutions*

**Pre-Hospital**

**Hospital**

**Post-Hospital**

- Emergency and Non-Emergency Medical Transportation
- Interfacility and Critical Care
- Managed Transportation Services
- Fixed-Wing Air Ambulance Services
- Disaster Response / FEMA

- Emergency Department
- Anesthesiology
- Hospitalist / Inpatient Care
- Radiology / Tele-radiology
- Surgery

- Transitional Care
- Comprehensive Care Coordination
- Population Assessment
- Telehealth & Telemedicine
- Longitudinal High Risk Management

*Over 50 Year History of Pioneering the Delivery of Care*

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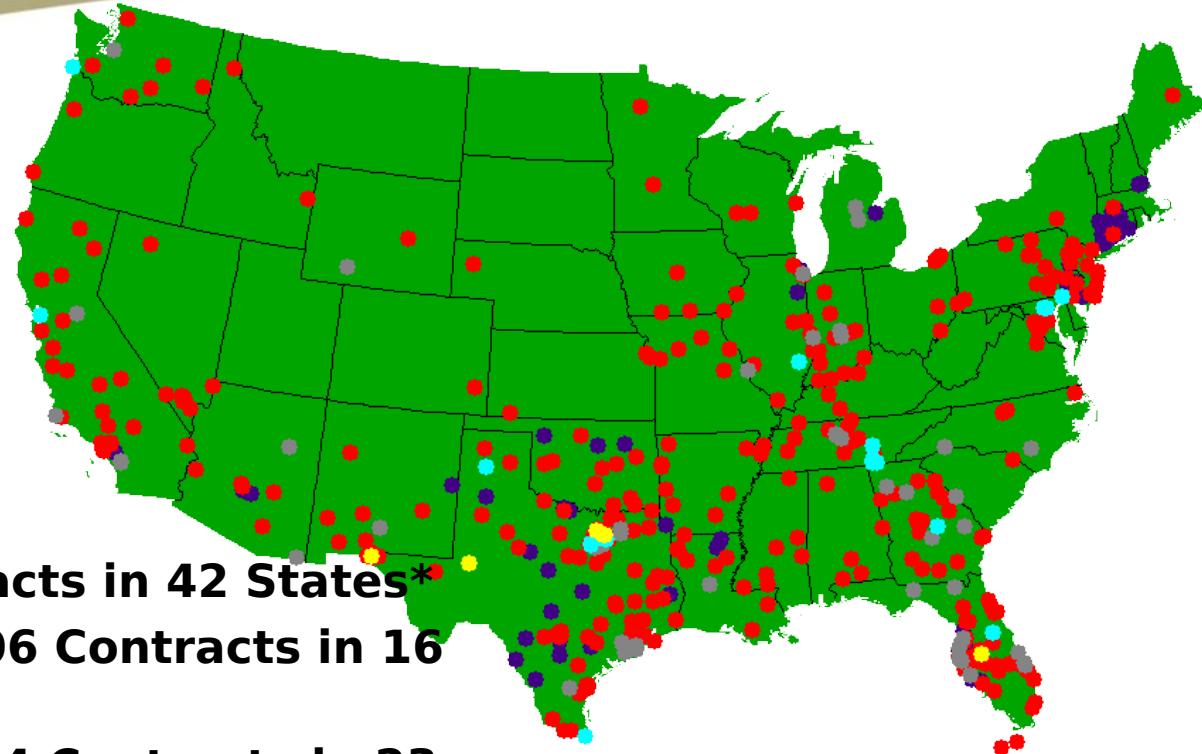
# ENVISION HEALTHCARE CORPORATION

- Parent Company: for EmCare, American Medical Response (AMR) and Evolution Health
- Combined Revenues of \$3.3 Billion
- 25,500 Employees and ICs
- Nation's Largest Provider of Physician Practice Management Services and Emergency Medical Transportation Services
- Evolution Health is a leading provider of readmission and interventional chronic disease management
- Envision Provides Services to Over 15 Million Patients a Year

# EmCare Practice Profile

- Emergency Medicine
- Hospital Medicine
- Acute Care Surgery
- Anesthesiology
- Radiology / Teleradiology

Year Founded: 1972  
Headquarters: Dallas, Texas  
Public/Private: Public



- **ED Services: 484 Contracts in 42 States\***
- **Anesthesia Services: 106 Contracts in 16 States\***
- **Hospitalist Services: 104 Contracts in 23 States\***
- **Radiology/Tele-radiology Services: 13 Contracts in 6 States**
- **Surgery Services: 13 Practices in 3 States**
- **Teleradiology Services: 240 Clients in 3 States**

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# *2 Main Goals for Today:*

*1. Introduce you to all of the support  
you have available to you.*

*We exist to serve and support you!*

*2. Answer all your questions*



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# *Mission Statement*

**EmCare exist to serve and support physicians, hospitals, health systems and other healthcare clients in providing high quality patient care efficiently and affordably.**

# *Some of your questions...*

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**“My ES needs my billing packet?”**

**“I need to submit my scheduling requests in EmTime?”**

**“Submit my BERA through Concur?**

**“RTI?” “EmWorks?”**

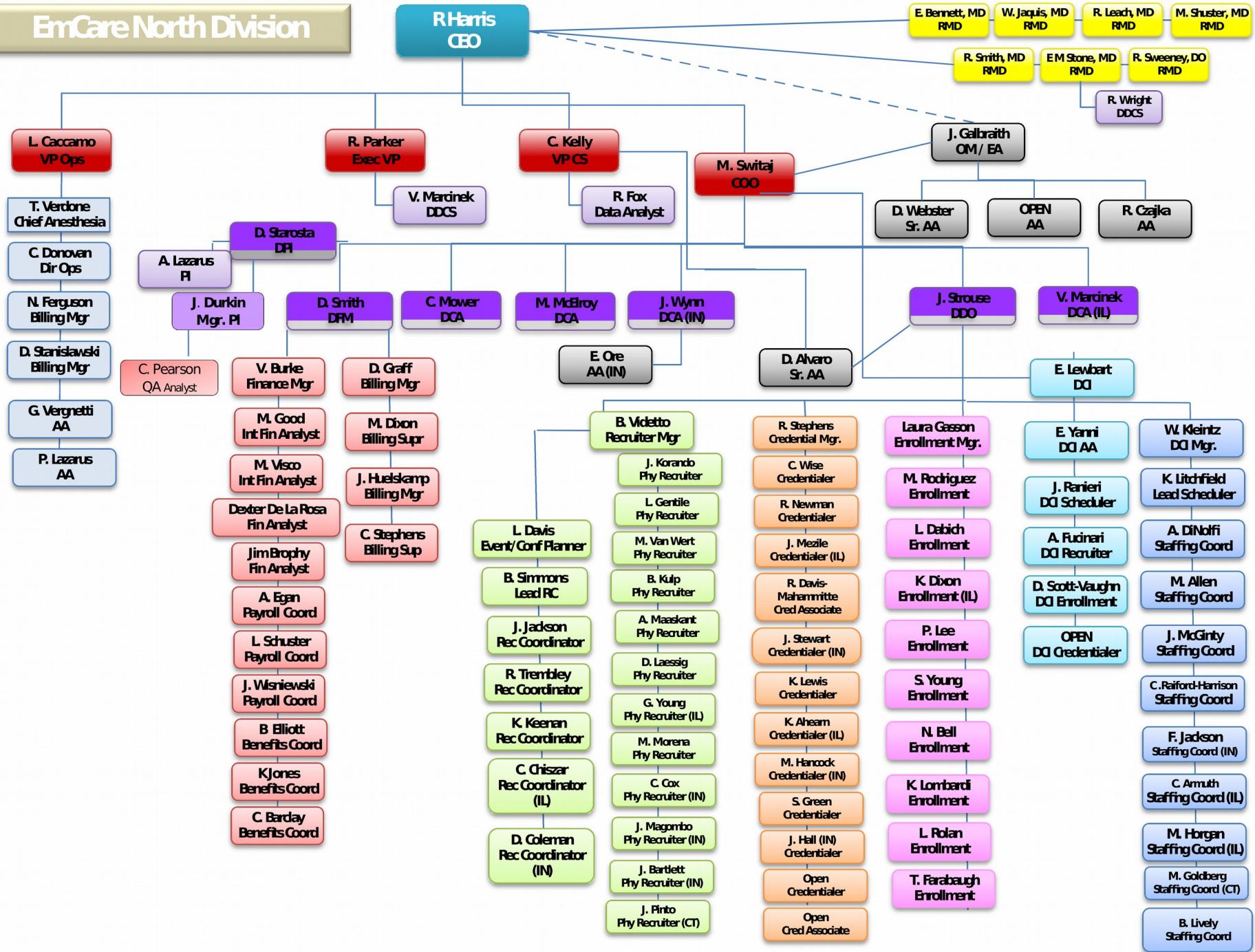
***The answer to these and many other questions.....***



*Making Health Care Work Better.*™

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# *Your Entire EmCare North Support Team*





- Emergency Medicine
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# *Our Phone System*

- **Office hours: M-F 8:30 -5:00 EST**
  - **Scheduling Press 5**
  - **Enrollment Press 4**
  - **Credentialing Press 3**
- **Company Directory Press 1 (last name first)**
  - **Assistance Press 0**

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# *The Story of you*

***Recruiting*** →  
***Credentialing***

→ ***Enrollment***

→ ***Scheduling***

→ ***Payroll & Benefits***

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# The Story of you

It all starts with recruitment!

*Recruiting*





Making Health Care Work Better.™

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# Your Recruiting Support Team

**Ben Vidotto,  
Recruiting Mgr 11  
yrs**



# EmCare North Division Recruitment Department

- **Recruiting:** Recruiting Manager, 2 Lead Recruiters, 1 Lead Recruiting Coordinator
  - ✓ 9 Physician Recruiters, 5 Recruiting Coordinators, 1 Events & Conference Planner

- **Locations:** ~~Holmesham Office, Indianapolis Office, Downer's Grove Office, and remote locations~~



# Our Recruiting Team



**Benjamin**  
**Videlto**

Recruiting  
Manager



**Jennifer**  
**Korando**

MD/WV - ED  
VA/TX - ED and  
IPS



**Alisha**  
**Maaskant**

OH/PA ED and  
IPS



**Doreen**  
**Laessig**

PA - ED



**Brittany** **Kulp**

PA/OH/NJ - ED  
So. IL - ED and  
IPS



**Johanna**  
**Bartlett**

IN - ED, IPS,  
Urgent Care



**Chris** **Cox**

IN - ED and IPS

# Our Recruiting Team



**John**  
**Magombo**  
IN - ED/IPS



**Mark Van**  
**Wert**  
AL - ED  
CT - ED/UC/ANE  
PA - ED/IPS



**Gene Young**  
IL/MO - ED/IPS



**John Pinto**  
CT/PA -  
Anesthesia

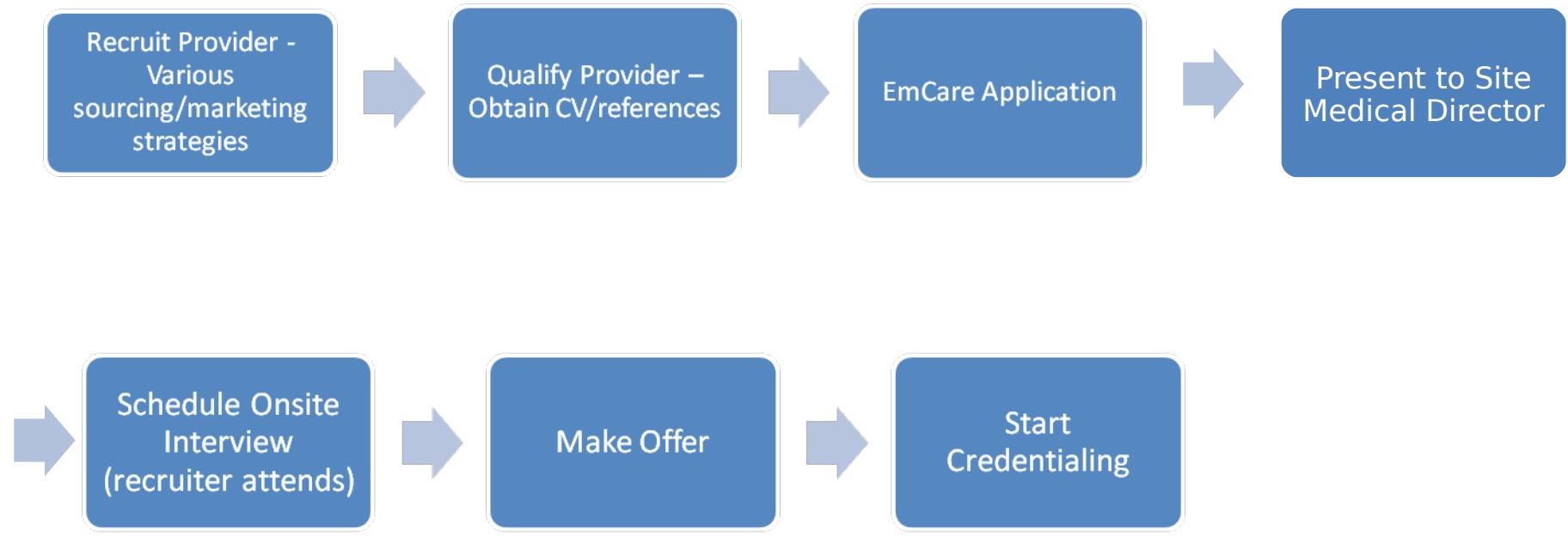


**Laurie Gentile**  
MA/NJ/CT/NC -  
ED



**Lindsey Davis**  
Event &  
Conference  
Planner

# ***The Recruitment Process***



# The EmCare Recruitment Difference

Taking the extra step...



# Our Provider Referral Program

**Refer a colleague, receive a bonus. It's that simple.**

- Medical Director - \$5,000
- Full-Time Physician – \$4,000
- Part-Time Physician – \$2,000
- Full-Time PA/NP – \$2,000
- Part-Time PA/NP – \$1,000



# Earn while you learn.



Receive up to  
**\$2,000/month\***  
*while you complete your residency.*

\* Senior year residents eligible for \$2,000/month.  
Junior year residents eligible for \$1,000/month.

# Questions or Comments?

Thank you - We are excited to have you  
on board!

**\*Please complete your New  
Provider Orientation Questionnaire\***



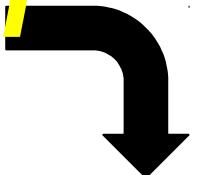
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# The Story of you

***Recruiting***



***Credentialing***



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# *Credentialing Support*

*“How many times is she  
going to call me about the  
expiring DEA?”*

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Horsham,  
PA office

# *Your Credentialing Team*



***Rickette Stephens, Manager—19yrs***

- Emergency Medicine
- Hospital Medicine
- Acute Care Surgery
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- Radiology / Teleradiology

# *Your Credentialing Team*

Indianapolis,  
IN office



***Miranda Hancock, Jackie Stewart, Jeri Hall***

- Emergency Medicine
- Hospital Medicine
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# *Your Credentialing Team*

Downers Grove,  
IL office



***Joanna Mezile -13 yrs***

- Emergency Medicine
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# *It's not always all about me...*

**Rickette Stephens- 323**

**Jeri Hall- 240**

**Joanna Mezile-378**

**Katina Kostrous-310**

**Jackie Stewart - 365**

**Miranda Hancock-229**

**Sharita Green-326**

**Robyn Newman- 265**

**Yvonne Hicks-362**

**Teaa Davis-326**

**Wendy Wilson- 292**

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# *Credentialing Support*

- *Obtaining Initial Hospital Privileges*
- *Re-appointments*
- *Expired Credentials*
- *State Licensure* (see attachment in folder)
- *COI's/Malpractice Face Sheet*

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## **KEEP GOOD RECORDS!**

- Everyone is going to ask for copies of licensure and certificates *over and over and over and over*
- Create several duplicate color paper copies prior to framing that Beautiful degree/board cert/license- scan copy to an e-file
- Always have a Current PPD & Flu shot
- Professional head shot a must ! (see examples on next slide)

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# No Ferrets!



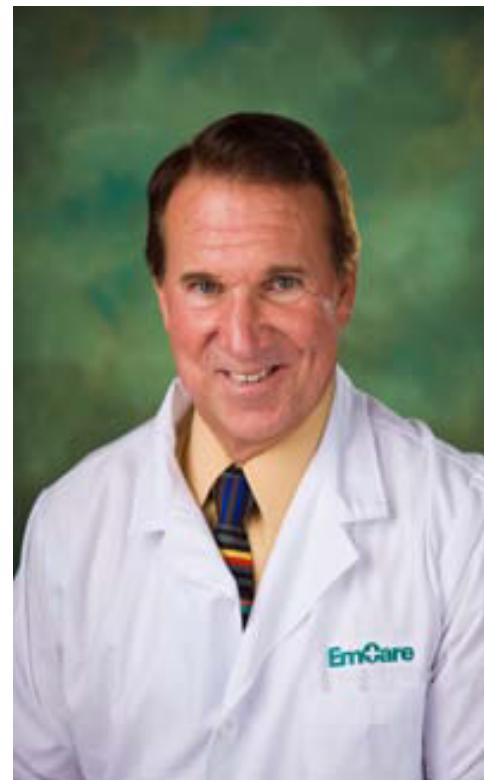
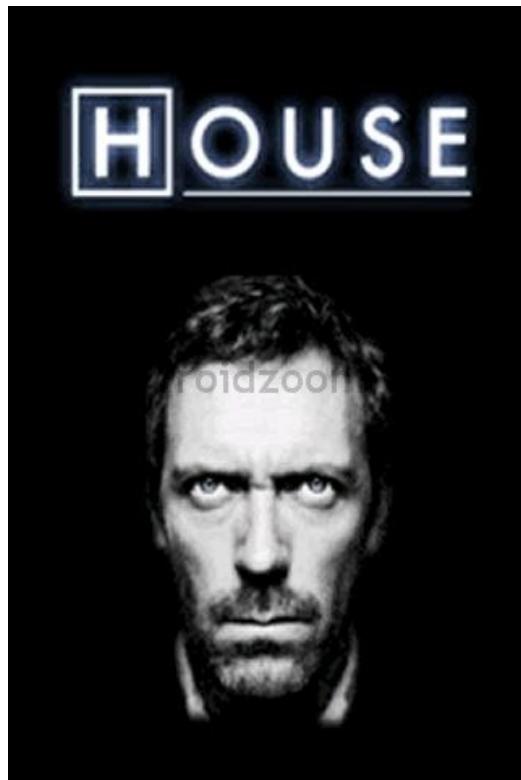
**FERRETS**  
ATTACK MORE PEOPLE THAN GRIZZLY BEARS

SPLENDOR.COM

- Emergency Medicine
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# Examples of Head Shots

**Awesome**



- Emergency Medicine
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# *Keep in Mind*

*If your license/certs expires  
so will your income \$\$\$*

\$\$\$

# Partners

- Emergency Medicine
- Hospital Medicine
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**The credentialers really are your partners in keeping your credentials current, your reappointments/privs current, Dues paid, malpractice current.**

**Never hesitate to contact them!**



*Making Health Care Work Better.™*

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# Any Credentialing Questions?



*Making Health Care Work Better.™*

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# *Annual Compliance*

# *Training*

- Emergency Medicine
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# *Compliance Courses for 2015*

- **Within 60 days of hire:**
  1. **New Hire ED Compliance Course**
  2. **Risk Management**
  3. **AIDET**
- **Before 1<sup>st</sup> Shift:**
  1. **OSHA**

# Compliance Courses 2015

- Emergency Medicine
- Hospital Medicine
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## Accessing Learning Management

- Go to [www.emcare.com](http://www.emcare.com)
- click on “Physicians” in the upper right side of the web page
- choose “Clinical Education” from the drop down.
- Click on “Clinician Training Log in”

**Enter your User/Employee ID and Password. You can find your ID on your pay slip or go to <https://sflookup.emsc.net>**

**Once you have changed your password and created a security question, you will automatically be directed to the learning management system where the courses required for completion will be listed in your To Do List.**

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# Passwords

➤ **First time users will use  
the following default  
password:**

**Password#1**

# Passwords

- Emergency Medicine
- Hospital Medicine
- Acute Care Surgery
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- Radiology / Teleradiology

- ***Remember: You will use your newly created password anytime you access the training on a go forward.***
- ***If you need your password reset contact Heather Banks at 303-495-207 or request a reset at: <https://emsc.plateau.com/learning/user/forgotPassword.do>***



*Making Health Care Work Better.™*

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# Any Compliance Questions?



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# *Recruiting* *Credentialing*



## *Enrollment*

- Emergency Medicine
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*More paperwork-  
Really?*



- Emergency Medicine
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# Your Provider Enrollment Team



**Located in Pennsylvania:**

- Martin Rodriguez - Enrollment Coordinator (< 1 yr)
- Sara VanSant - Enrollment Coordinator (< 1 yr)
- Belinda Carter - Enrollment Specialist (< 1 yr)
- Lisa Rolan - Enrollment Specialist (< 1 yr)
- Kathy Lombardi - Enrollment Lead (< 1 yr)
- Diane Vaughn - Enrollment Supervisor (6 yrs)
- **Laura Gasson - Manager (10 yrs)**
- Nakima Bell - Enrollment Specialist (< 1 yr)
- Markeesha Strong - Enrollment Coordinator (< 1 yr)
- Susan Young - Enrollment Specialist (1 yr)
- Gina Merritt - Enrollment Specialist (< 1 yr)
- Phi Le - Enrollment Specialist (< 1 yr)
- Rachel Allen - Enrollment Specialist (< 1 yr)
- Halima Hill - Enrollment Coordinator (< 1 yr)
- Leanne Moore - Enrollment Lead (3 yrs)



**Tanya Farabaugh-Bothe**  
-  
**Enrollment Specialist**  
**(4 yrs)**  
**Located in Virginia**



**Kim Dixon -**  
**Enrollment Specialist**  
**(10 yrs)**  
**Located in Illinois**

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# *Why is my Billing Enrollment Packet so IMPORTANT?*

***Q. How do you think we are able to pay  
you?***

***A. We bill for your services! (we can  
not bill without your completed packet)***

- Emergency Medicine
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# What is Provider Enrollment

- Providers must enroll with insurance companies in order for us to get paid for your services.
- Our groups are each set-up with a unique group name, tax ID, and NPI number, which means that a provider needs to enroll separately for each group(hospital location) of ours that you work at.
  - This means that a separate billing packet is required for each group/hospital location where you work .

# *Why is my Billing Enrollment Packet so*

**IMPORTANT**



- A billing packet consists of applications necessary to enroll the provider into each payor for that group in that state.
  
- Yes, we know it is a lot of paper/paperwork to complete.
  - Most of our payors determine **effective dates** based on when they receive your enrollment application.
  
- The Billing Enrollment Specialists are here to support you with any questions you may have about your billing packet or the enrollment process!

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# *Your Billing Enrollment Packet and its Importance*

- ✓ *Needed Prior to working your first shift*
- ✓ *Enables us to bill for your services*
- ✓ *Your “RTI number” needs to be placed on every paper chart you sign to ensure: (N/A for EMR’s)*
  - **proper identification of charts**
  - **proper credit of RVUs (if applicable)**
  - **RTI = Reimbursement Technologies Inc.,**  
*(this is our billing company)*

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# 2 Important Things

- 1. Never sign any “agreements with payors” unless it was sent to you from your ES.*
- 2. If you receive a letter requesting to “Revalidate PTAN #” contact your ES*



*Making Health Care Work Better.™*

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# Any Billing/Enrollment Questions?

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# Trivia Question #1

**Q . What Year & Where was the  
1<sup>st</sup> EM Residency Program?**

**A. 1970, University of Cincinnati,  
Bruce Janiak, MD became the 1<sup>st</sup>  
Emergency Medicine Resident**

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# Trivia Question #2

*Q – How many US Presidents were doctors?*

*A - None!*

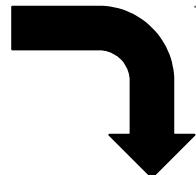
*But our 9<sup>th</sup> President William Henry Harrison studied medicine for 1 year @ Univ of Pennsylvania*

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# *The Story of you*

***Recruiting***

**→ *Credentialing***



***Enrollment***



***Scheduling***

# Scheduling

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“Oh just schedule me where  
ever you need me”

“...Yea, *right*”

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# Scheduling Support

*Do they really need to  
call me at 5 o'clock  
in the morning ?*



# Your Scheduling Support Team

- Emergency Medicine
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**F row:** *Meaghan Horgan – 2 yrs, Brandi Wilson – 3 mos, Dana Shea – 3 mos, Faye Jackson - 1 yr, Carla Raiford-Harrison (Lead) – 10 years, Sienna Malubay - 5 years*

**B row:** *Michael Allen- (Integration) 1 yr, Connie Breedlove – 4 mos, Chris Armuth (Lead) – 2 years, Wanda Santos – 7 mos, Jack McGinty - 2 years, Barbara Litchfield (Manager) – 25 years, Mark Morena - 6 years, Lively – 9 years,*

# *The #’s*

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- *Each Scheduler manages anywhere from 12 - 20 schedules!*
- *about 1,100 shifts per month!*
- *And coordinates schedules for 250 - 400 providers each month!*

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# More on Scheduling this afternoon

# The Story of you

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***Recruiting***



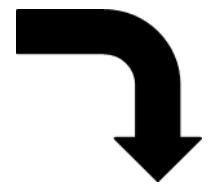
***Credentialing***



***Enrollment***  
***Scheduling***



***Payroll/Bene  
fits***



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**Q. How many paychecks do we process each & every month?**

**A. 758**

**B. 1,498**

**C. Just yours**

**D. 3,345**

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**Kim Jones - Benefits Supervisor 8 years**

## **Payroll:**

- **Judy Wisniewski** 3 years
- **Carolyn Barclay** 5 mo
- **Lynn Schuster** 9 years
- **Ashley Eagan** 2 years

## **Benefits:**

- **Mary Beth Giovinazzo** 6 mo
- **Bonny Elliott** 12 years



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# “Oracle”

This is our payroll platform

- Emergency Medicine
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# BERA ?

## Business Expense Reimbursement Account

*(employee status only)*

**Submitted thru “Concur”**

**More information to come on this process  
this afternoon**



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**Your Payroll &  
Benefit Questions  
will be answered  
later in the day**

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# *Support via Web Site*

[www.emcare.com](http://www.emcare.com)

- **FREE CME's/ Clinical Resource Center**
- **Monthly Schedule/Rosters**
- **EmPressions** (newsletter)
- **Education/Compliance Courses/Studer Training**
- **Job Opportunities**
- **Upcoming Events/News**
- **Helpful Links to ABEM, DEA apps,every State Licensing Board /applications**





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*Welcome to EmCare*  
*We are honored to support you...*

*Enjoy the day!*

- Emergency Medicine
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## *You might need to explain a few oddities during your career ...*

Have a seat Kermit. What I'm about to tell you might come as big shock...

